

We are **ICAT Logistics, Inc.**, a global provider of expedited transportation logistics solutions. We are committed to developing and implementing innovative, reliable logistics solutions that satisfy the changing needs of our clients and the transportation industry.

We don't have a job; We have an Opportunity for you.

If you are a reliable energetic team player with a strong work ethic, excellent written/verbal communication skills, the ability to work in a fast paced environment and the willingness to get the job done, we would like to hear from you!

ICAT is seeking an experienced and highly motivated **Domestic Operations Agent** to work at our BWI office in Elkridge, MD. Essential duties and responsibilities of this position:

- Responsible for day to day execution of shipments originated and/or handled by the BWI operations department
- Prioritize, schedule and route shipments and arrange for transportation throughout the United States
- Prepare quotations and coordinate documentation between customers, vendors, forwarders and brokers
- Process cargo manifests and calculate charges
- Coordinate all areas of freight release
- Interact with customers and their key personnel as needed
- Ensure a high level of customer satisfaction and operational proficiency to meet growth and profitability goals
- Proactively solicit customer feedback and provide innovative solutions to customer service issues/barriers

The individual selected for this position must have a bachelors degree in Transportation, Logistics or Supply Chain Management with 3-5 years domestic operations freight forwarding experience OR a minimum of 10 years domestic operations experience in the freight forwarding industry. The successful candidate must have experience in multimodal logistics and have knowledge of FMC Regulations, IMCO, ITAR, TSA, C-TPAT and HAZMAT. Must also have functional knowledge of regulations and compliance procedures associated with all areas of freight forwarding. Also required are excellent communication, organizational and interpersonal skills. Must have advanced proficiency with Microsoft Office products.

Please note that this is a DOMESTIC Operations position. Individuals who only have international experience will not be considered for this position.

This opportunity offers a competitive salary and an attractive benefits package. ICAT has a great workplace environment with a strong team oriented culture. We have high standards for you and everyone on our team. Are YOU ready to join a winning organization?

If so, please send your resume to: opportunities@icatlogistics.com